



Connecting Talent with Opportunity

STATE OF GEORGIA PY21 WIOA ANNUAL NARRATIVE REPORT

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Report Overview

This Annual Performance Report Narrative covers the Workforce Innovation & Opportunity Act (WIOA) activities that occurred in Program Year (PY) 2021 and includes Georgia's efforts based on the blueprint laid out in the PY20-24 Unified State Plan. Per USDOL guidance, this report includes a review of work completed in Georgia under WIOA Title I (administered by the Technical College System of Georgia, Office of Workforce Development [OWD]) and WIOA Title III (administered by the Georgia Department of Labor [GDOL]).

Primary funding for Georgia's workforce system operations is provided by the WIOA core partner programs. Other formula-based and competitive federal, state, and local resources and services that support the workforce system include, but are not limited to, the Social Security Administration's Ticket-to-Work program, USDOL National Dislocated Worker Grant (NDWG), Trade Adjustment Assistance (TAA), Migrant & Seasonal Farmworker Assistance (MSFW), and other partner program funds. Activities under these programs are detailed below.

Strategic Goals

The WorkSource Georgia (WSGA) system, under the leadership of the Governor and the State Workforce Development Board (SWDB), is motivated to build strong partnerships among the state's workforce system stakeholders, job seekers, and employers. This involves creating meaningful linkages between the education and workforce systems, aligning data where possible, and identifying best practices for serving individuals with barriers to employment. Through the One-Stop System, the partner programs and service providers ensure that businesses and job seekers have access to information and services that lead to positive educational and employment outcomes. Georgia strives to provide job seekers with the skills and credentials necessary to secure and advance in employment; enable businesses and employers to easily identify, hire, and retain skilled workers; and ensure high-quality integrated data informs decisions made by policy makers, employers, and job seekers. Georgia is committed to connecting talent with opportunity through these activities.

In addition to inclusion in the Unified State Plan modification, the strategic goals for the workforce system are continuously revisited through frequent partner and SWDB meetings to ensure Georgia maintains its focus on the following priorities:

1. Utilize Sector Partnerships to inform and guide strategic workforce development strategies and enhance coordination.
2. Develop a streamlined and regionally integrated workforce system that delivers efficient services to both businesses and individuals.
3. Capitalize on the workforce system to create opportunities for all Georgians to prosper.
4. Continuously align workforce and education system objectives to the current and future occupational and skills requirements for the state of Georgia.
5. Expand the pool of eligible employees by increasing the participation of Strategic Populations (i.e., Veterans, individuals experiencing homelessness, returning citizens, Adult Education students, English Language Learners, and more) in the workforce system.

Effectiveness in Serving Employers

In PY21, the state of Georgia experienced a record year of business and employment activity on a number of fronts: record years of economic development investment, job creation, trade, as well as record low unemployment and labor force participation.

The dynamic of historic economic growth combined with historic labor shortages left many employers with unprecedented workforce challenges, increasing the importance of workforce development services provided through WorkSource Georgia. From accessing talent from special populations to participating in work-based training programs, Georgia's workforce development system played a critical role for helping local businesses transform the way they hire, train, and retain Georgia workers.

During this program year, WorkSource Georgia collectively worked to modernize the employer engagement approach utilized throughout the workforce system, principally among business service practitioners. Key components of this employer engagement strategy includes:

- Consultative Approach – Focusing on addressing the workforce challenge of an employer through individualized solutions based on available services offered by WSGA.
- Convening Partners – Leveraging partnerships that workforce development boards and staff have to serve the needs of businesses, such as community partners that can help employers access services such as childcare, language support, etc.
- Expanding Service to Employers – Ensuring all workforce development staff play a role in the delivery of businesses services as opposed to traditional models that exclusively serve businesses through business services practitioners.

As Georgia's economy recovers from the pandemic, WorkSource Georgia will continue to focus on building more effective service delivery to local, regional, and statewide employers.

Worker Opportunity Tax Credits (WOTC)

The Work Opportunity Tax Credit (WOTC) program is a Federal tax credit available to Georgia employers who hire and retain individuals from qualified target groups who face significant barriers to employment. During FY21, from October 1, 2021 to September 30, 2022, the WOTC program received 259,886 applications from 3,732 employers.

The Local Veteran Employment Representatives, Business Service Unit staff, Local Career Center staff, and WOTC staff continue to promote WOTC directly to employers and job seekers through events, as well as individual meetings, online and in-person.

In FY21, GDOL staff processed 248,351 applications with 84,025 certifications being issued. Georgia's highest number of certifications were for the Supplemental Nutrition Assistance Program (SNAP) target group, which accounted for approximately 74% of certifications. There was a notable increase in certifications for the Long-Term Unemployment Recipient (LTUR) target group, which accounted for 13% of certifications. The increase in certifications for the LTUR target group may be directly related to individuals returning to work from the pandemic. Georgia employers estimated \$214,059,000 million dollars in tax savings this year.

GDOL was awarded a grant in the Spring of 2022 to streamline business processes and systems to reduce processing times. With the grant, GDOL is continuing to build an out-of-state portal and work on upgrades to the current EWOTC system, allowing for more automation. The out-of-state portal will assist other states with obtaining needed benefit information to process their WOTC requests and to facilitate timely determinations. The improvements to the current EWOTC system will allow for quicker turnaround on determinations.

**WOTC Certification issued by Target Group
Total Estimated Tax Savings
FFY 10/1/2021 – 09/30/2022**

	<i>Total Certifications</i>	<i>Estimated Tax Savings</i>
<i>A - Assistance to Families with Dependent Children (TANF)</i>	293	\$703,200
<i>C - Ex-Felon</i>	3,536	\$8,486,400
<i>D - EC, EZ, RC & RRC [Designated Community Resident - 18 to 39 years old residing in a federally designated Rural Renewal County or Empowerment Zone (EZ - Rcvd authorization to process certs 12/2020)]</i>	691	\$1,658,400
<i>E - Vocational Rehabilitation/Ticket to Work/Veteran Affairs</i>	168	\$403,200
<i>F - Summer Youth (Rcvd authorization for processing certs 12/2020)</i>	2	\$2,400
<i>G - Supplemental Nutrition Assistance Program (SNAP)</i>	62,544	\$150,105,600
<i>H - Supplemental Security Income</i>	910	\$2,184,000
<i>I - Long Term Family Assistance Recipient (LTFAR)</i>	379	\$3,411,000
<i>Ba - Veteran Supplemental Nutrition Assistance Program (SNAP)</i>	250	\$600,000
<i>Bb - Veteran Disabled (Discharged)</i>	68	\$326,400
<i>Bc - Veteran Disabled (Unemployed)</i>	335	\$3,216,000
<i>Bd - Veteran Unemployed for at least 4 Weeks, but less than 6 months</i>	1,687	\$4,048,800
<i>Be - Veteran Unemployed for at least 6 months</i>	2,289	\$12,818,400
<i>L - Long Term Unemployment Recipient</i>	10,873	\$26,095,200
<i>Total</i>	84,025	\$214,059,000

Child Labor/Minors in Entertainment

The GDOL Child Labor Unit was responsible for maintaining and regulating the employment of minors working in the entertainment industry in Georgia. This included registration of employers, minors, productions and locations within the State of Georgia. Information, portal access and registration was/is accessed via <https://dol.georgia.gov/minors-entertainment>.

PY21 brought an increase of productions in Georgia. COVID restrictions being lifted allowed productions to resume, with updated safety and precautions on locations. Most locations reported mandatory COVID testing prior to crew, actors and parents being allowed on set. Employers were more conscious of the need to have backup Child Labor Coordinators in cases where the primary Child Labor Coordinators tested positive. This resulted in updates to locations to add new Child Labor Coordinators in these situations, many times requiring staff to assist the employer with these updates. Additionally, due to increased testing, productions and locations needed to be extended due to inability to complete scenes in a timely manner.

The year remained fast paced with productions making up for lost time, once the state reopened. During PY21, the Child Labor Unit processed 208 new employer registrations, with 411 new productions - 1,337 locations – and 15,266 new minor registrations approved.

Customer Satisfaction

The state sent an online survey to WIOA participants who exited during PY21 to assess customer satisfaction. The state sent a link to an online survey via direct email and then later with a follow up using a messaging option within the jobseekers' registration portal with six (6) questions each containing five (5) options to answer based on 1 to 5 scale of satisfaction.

The survey asked:

1. How well did your experience with the Career Center meet your expectations?
2. How satisfied are you with how the Career Center's services helped you meet your personal short-term goals?
3. How likely, if eligible, would you be to use the Career Center's services again?
4. How likely are you to recommend the Career Center's services to others?
5. How would you rate your overall experience with the Career Center?
6. Is there anyone at your Career Center who you would like to acknowledge for exceptional service? If yes, please share their name and something about your experience with the provider.

On average, it took the participants one minute and 33 seconds to complete the survey. The majority of respondents felt very favorable regarding their experience, for examples:

- 72.3% said they were "very likely" to recommend the Career Center services to others;
- 66.2% said the Career Center met their expectations "very well";
- 66.2% said they were "very satisfied" with how services helped them meet short-term goals; and
- 64.6% rated their experience as "Excellent – 5 out of 5 stars."
- No more than 4 respondents, approximately 1 in 20, answered any one of the questions with the most negative answer option.

Evaluation Activities

Georgia ensures the overall effectiveness of the WIOA Title I services primarily through the annual monitoring review of the nineteen (19) Local Workforce Development Areas (LWDA). OWD conducts annual monitoring to satisfy its oversight responsibilities under the law, but also utilizes these reviews to inform technical assistance and training offerings throughout the year. Please see "Training Academy" section for examples of sessions offered in PY21. As federal, state, and local guidance is released on a rolling basis, the annual monitoring ensures that LWDAs maintain up-to-date, compliant service delivery structure and practices. The monitoring process typically begins in September and lasts through May and is conducted by a multi-disciplinary team. The evaluation process includes, but is not limited to: a desk review of key documents, such as governing policies and procedures, LWDB bylaws and minutes, Memorandums of Understanding, as well as contracts; interviews of LWDA and Fiscal Agent staff, and an inspection of electronic case files and other relevant information for the Program Year in review. This process evaluates the workforce activities both at the structural level to ensure effective systems and policies and in place, as well as at the individual level to ensure programs and services are being appropriately delivered to participants.

The desk review portion of monitoring begins as soon as the requested documents are submitted by the LWDA, usually two weeks to one month ahead of the monitoring week. The review process concludes with two to three final days of testing on-site, to include a virtual entrance meeting with LWDA staff, follow-up on any missing information, staff interviews regarding key roles and procedures, and an exit meeting with LWDA staff to communicate deficiencies,

notable practices, and/or recommendations from OWD. At the conclusion of the monitoring week, a final report is produced to explain all deficiencies and identify required actions to resolve those. The corrective action follow-up takes place in the weeks and months after the monitoring week, depending on the issues identified and the actions necessary.

OWD also utilizes other mechanism to evaluate the WIOA Title I services around the state, such as desk reviews outside of annual monitoring, regular contact with LWDA Directors and staff through monthly calls, and convening focus groups to evaluate proposed guidance, communicate training needs, and more.

Evaluation or Research Projects

Under the PY21 ETA Workforce Information Grant, the State of Georgia Workforce Statistics (LMI) division produced and disseminated industry and occupational employment projections and conducted and published relevant economic analyses and economic studies.

The division's Workforce Information Database is currently populated with statewide 2-year (2021-2023) short-term industry/occupational projections and statewide and sub-state 10-year (2020-2030) long-term industry/occupational projections. Dissemination of various projections data are in the form of: *Georgia Jobs –Short-term Employment Projections*; *Georgia Workforce –Long-term Employment Trends*; *Georgia Area Workforce Trends* (for each of Georgia's 19 Local Workforce Development Areas); *Georgia Hot Careers*; *Georgia STEM Careers*; *Licensed and Certified Occupations in Georgia*.

Economic analyses were conducted in the form of customer defined labor-shed analyses, workforce area and workforce commuting analyses, detailed commuting reports and summary commuting Infographic reports, standardized industry analysis reports, wage studies, trend analysis reports, and other customer requested data research projects in support of the economic development needs of a wide array of workforce system stakeholders, including State Workforce Agencies, State and Local WDBs, economic agencies, workforce development organizations, chambers of commerce, education and training institutions, community colleges, and other state-identified strategic partners and stakeholders.

Labor shed analyses are designed to provide special focus on centralized areas with regard to the supply and demand of employment, skills transferability, basic education requirements, occupational staffing and a wide variety of wage options. Customers may request prospect reports based on a regional commission area (Georgia has 12 designated Regional Commissions), a LWDA area (Georgia has 19 designated local workforce development areas), an MSA area (Georgia has 14 metropolitan statistical areas) or statewide data. A custom report or series of reports are created with employment (skilled labor), entry and average wage data for the requested area(s) and standardized education and training levels.

During PY 2021, staff worked on over 200 assorted economic projects to provide support and analysis for a wide variety of economic development projects across the state of Georgia. Reports ranged from comprehensive studies of special target groups across the state and in specific geographical areas, customized reports providing for a comparison of detailed employment and wage data, and occupational wage reports for a specific county and/or Labor Draw Area. Georgia DOL works closely with the Department of Economic Development, Chambers of Commerce, Development Authorities and other local government agencies regarding new business prospects. Through these collaborations, staff have been often asked to provide more report customization utilizing data from GDOL as well as data from other sources such the U.S. Census Bureau. Close partnerships with GDOL Regional Coordinators, who serve as local community brokers to request and deliver specialized data requests, benefit local WIBs

and partner agencies, local businesses, and prospective businesses by making them aware of the availability of quality workforce information.

Performance Accountability System

Specific State Performance Measures

Georgia’s WIOA title I programs do not have any unique measures or goals outside of the mandated common measures.

Performance Deficiencies

Georgia’s WIOA Title I programs did not have performance deficiencies for ProgramYear 2021 as noted in the statewide performance table below, in fact all performance goals were exceeded for the year despite reduced funding:

Measure	Actual	Goal	% of Goal
Adult Q2 Employment Rate	80.1%	78.0%	102.6%
Adult Q4 Employment Rate	79.0%	76.5%	103.2%
Adult Median Earnings	\$8270	\$6200	133.3%
Adult Credential Attainment	77.8%	62.0%	125.4%
Adult Measurable Skill Gains	60.6%	40.0%	151.5%
DW Q2 Employment Rate	81.2%	80.0%	101.5%
DW Q4 Employment Rate	79.8%	76.5%	104.3%
DW Median Earnings	\$11,678	\$7050	165.6%
DW Credential Attainment	81.4%	66.0%	123.3%
DW Measurable Skill Gains	64.5%	31.0%	208.0%
Youth Q2 Employment Rate	75.3%	70.0%	107.5%
Youth Q4 Employment Rate	73.4%	69.0%	106.3%
Youth Median Earnings	\$3,577	\$2,900	123.3%
Youth Credential Attainment	66.5%	62.0%	107.2%
Youth Measurable Skill Gains	45.2%	39.6%	114.1%

Overall

Adult	123.2%
DW	140.5%
Youth	111.6%

See Attachments for Negotiated Performance Levels for Local Areas PY20-21

Common Exit Policy

With guidance from USDOL-ETA, Georgia has defined Common Exit for DOL–Administered Programs Only as: A “common exit” occurs when a participant who is enrolled in multiple DOL- administered partner programs has not received services from any DOL-administered program to which the common exit policy applies for at least 90 days and no future services are planned. Georgia

recognizes that a common exit policy must include:

- WIOA title I Adult,
- WIOA title I Dislocated Worker, and
- WIOA title I Youth, and
- WIOA title III Employment Service.

As Georgia reports its quarterly Wagner Peyser, Trade and WIOA Title I PIRLs to USDOL-ETA, it recognizes this definition and impact.

Data Validation

In accordance with TEGL 23-19, data and information staff conducted an annual data validation review utilizing a statistical sampling of participant files in the Adult, Dislocated Worker, Youth and National Dislocated Worker Grant programs. A 5% sample size was used which resulted in a total of 7,512 elements for review. The following table shows the most recent data validation results:

Program	Files Validated	Elements Evaluated	Error Rate
Adult	91	2184	2.3%
Dislocated Worker	91	2184	5.3%
Youth	90	2160	3.6%
NDWG	41	984	2.4%

In addition to the review, staff conducted a virtual training session on data validation and look forward to taking the lessons learned from the most recent review and applying them to future trainings.

Diversity, Equity, Inclusion & Accessibility

As a large state, both in terms of geography and population, Georgia has a diverse group of stakeholders to serve through the workforce development system and places a high priority on continuous improvement as it relates to diversity, equity, inclusion, and accessibility. Georgia has crafted programs focused on enhancing services to veterans and transitioning service members, opportunity youth, individuals with disabilities, and returning citizens in order to connect those individuals with employers across the state.

At the State level these efforts include regular partner meetings of all state agencies involved in workforce development to ensure crossover of services and outreach to potentially eligible populations each agency serves. Georgia has also developed joint guidance to local sub-grantees to reduce system barriers where possible and encourage increased participation of strategic population groups. OWD's Strategic Populations Team is specifically designed to prioritize these individuals by increasing their access to services from the state's public workforce system. In order to successfully complete this task, the Strategic Populations Team focuses on assisting LWDAs with ongoing services and supports to remove programmatic and physical barriers at the state and local level. This work involves creating networks specific to strategic populations for outreach, identifying best practices to meet the particular needs of these population groups, and developing job aides for LWDA staff navigating unfamiliar process or documentation requirements. Additionally, when additional funds are available outside of formula allocations, OWD targets funding to innovative cohorts, practices, and trainings that focus on building a more diverse and inclusive workforce.

Training has been another key area supporting these efforts and OWD has incorporated a DEIA focus in most sessions offered. For example during PY21, OWD provided Title I youth providers with training on DEIA for youth and its measures of success. OWD also provided LWDA's with training on data validation for individuals with barriers to employment. During this training, OWD provided LWDA's with a practical methodology and tools to accurately capture and validate barriers. Finally, WorkSource Cobb showcased their English Language Learner Initiative at the April 2022 WorkSource Academy Conference as a best practice example.

The State has also continued to pursue better methods for disaggregating data related to minority and special populations in order to develop targeted outreach and service strategies for serving priority groups that may require a more tailored approach to training and placement. Additionally as Georgia continues to recover from the pandemic, Georgia's workforce system has also integrated DEIA further into business service delivery in order to increase the labor force available to Georgia employers, and increase outcomes of participants, specifically employment and retention-related outcomes. The OWD Business Services team is tasked with assisting practitioners and LWDA leadership with modernizing employ and external partner approaches and engagement with these strategic population groups. This has been accomplished through various mechanisms, such as establishing DEIA as a sector partnership priority, and incorporating DEIA principles and practices in the administration of business services.

At the local level, OWD has seen an increase since 2020 in virtual job fairs and hiring platforms to reach rural and underserved areas of the state, as well as workshops for LWDB members, local employers, and staff that focus on racial equity and inclusion programming. LWDA's have also increased focus on economic mobility to reduce racial, socioeconomic, and other inequities in workforce outcomes. One avenue to accomplish this is to reduce barriers to enrollment through uniform, customer-friendly processes, expanding training opportunities available, and increasing connections to other community resources.

Activities under Governor's Reserve Funds

Sector Partnerships and Career Pathways

To more comprehensively address the workforce challenges faced by in-demand industries and communities throughout the state, WorkSource Georgia has continued its focus on implementing sector partnerships and accessible career pathways.

Sector Partnerships have been critically important to ensuring that Georgia's workforce system meets the current and future needs of job seekers, employers, education partners, and their surrounding communities. During the program year, Georgia continued the next iteration of the *WorkSource Sector Partnerships Grant*, which directly invests into regional initiatives led by LWDA's to develop strong working collaboratives with partners in order to cultivate talent pipelines into specific high demand industries.

This year's *2022 WorkSource Sector Partnerships Grant* established for the first-time in the grant's history a set of statewide sector partnership priorities, which include:

- Diversity, Equity, and Inclusion,
- Employer Engagement,
- Data-Informed Activities,
- WIOA Special Populations, and
- Accessible Career Pathways.

A key and ongoing byproduct of Georgia's sector partnership activities and investment are accessible and aligned career pathways that ensure individuals in Georgia, specifically those from special and marginalized populations, have access to quality and sustainable careers. To accomplish this, WorkSource Georgia this year pivoted both its sector partnership and business services strategies to strengthen the connection and services available to employers and individuals from special populations.

Examples of career pathway development within sector partnerships include:

- Integrating registered apprenticeships into sector partnership activities;
- Incorporating employability skills training into occupational training programs; and
- Creating structured internship programs that connect to emerging careers fields, such as IT and Cybersecurity.

To learn more about WorkSource Sector Partnerships and the innovations they bring across Georgia's workforce system, WorkSource Georgia has published [WorkSource Sector Partnership Regional Guide](#).

Training Academy

The goal of the WorkSource Georgia Academy is to provide consistent and timely training to LWDA staff and to educate board members and partners on the provision of WIOA services in Georgia. The Academy is the training division of OWD, and PY21 was its fourth year in operation.

During PY21, we hosted an in-person conference with 180 attendees, which included 3 plenary sessions and 36 breakout sessions with over 45 speakers. We continued to offer virtual training sessions via Zoom and posted the recordings of each session on the academy website for future viewing. We hosted 9 webinars with a total of 603 attendees which included:

- PY20 Monitoring
- New ETPL Federal Requirements
- Employment Network (EN) Outreach
- Data Validation for Individuals with Barriers to Employment
- Apprenticeship State Expansion (ASE) Grant
- Demonstration of Workday Next Platform
- EMSI Reports
- WorkSource Georgia Employment Network (EN) Virtual Summit
- ETPL Student Data Performance Submission

Rapid Response

Georgia's Rapid Response (RR) strategy, coordinated with State and local workforce development partners, delivered services designed to avert a planned layoff and/or minimize disruption for individuals and communities in actual dislocation events, as well as to mitigate layoffs that may occur. The primary intent was to quickly identifying major layoffs and customize an approach of resources and services to help workers transition to new jobs as quickly as possible. Entities in need of pre-layoff aversion services included Employers who fell in three categories: faltering companies, those facing unforeseen business circumstances and those affected by natural disasters.

The beginning of PY21 presented lingering challenges to the timing related to the above. Diminished in-person service opportunities across the Workforce System, mitigated by

additional virtual resources were developed and availed on the WorkSource website platforms. These include opportunities for remote reemployment preparation (resume writing, interview techniques, utilizing social media, etc.), job matching assistance, etc. Virtual Employee Information Sessions (EIS's) were likewise utilized. But as PY21 progressed, in-person EIS activities increased.

Services to affected employers included layoff aversion and mitigation services, education on WARN requirements, facilitating a coalition of partner agencies to determine services to be rendered, assistance with Trade Act petitions when jobs moved to other countries, etc.

Services to affected employees included resource information sessions related to job search, career centers, partner agencies, and community resources, assisting with Unemployment Insurance claims and Employ Georgia account creations and posting of on-line résumés, delivering specialty workshops (e.g., Résumé Writing, Interviewing, Job Search, Utilizing Social Media), providing labor market information and availing access to educational and occupational training.

Under contract with the Technical College System of Georgia, GDOL provided the below-summarized RR services to Georgia employers and impacted employees experiencing lay-offs and closures.

- 181 employers/businesses were newly engaged (in addition to those carried over from PY20)
- 7,226 newly impacted employees were represented (*)
- 128 employer meetings were held
- 72 group employee information sessions were hosted – with 1,170 employee attendees

(*) Additionally, over 3,468 impacted employees from March–June 2021 carried over into PY21.

National Dislocated Worker Grant

In PY2021, Georgia continued its implementation of the COVID-19 National Dislocated Worker Grant to assist workers affected by the COVID-19 pandemic.

As Georgia's economy and communities continued to rebound and recover, this grant has been integral in providing job training to individuals re-entering the workforce from dislocation, and in need of more advanced skills to obtain sustainable employment.

In February 2022, Georgia successfully received an extension of the COVID-19 DWG to further serve individuals affected by the pandemic. Throughout this year, Georgia has continued to rely on its LWDAs as well as state and local partners (such as the Georgia Department of Labor and Georgia Department of Education) to engage individuals who experienced job loss or significant under-employment as a result of the pandemic. Additionally, LWDAs and partners have actively worked with public and non-profit entities to establish worksites for participants enrolled under the grant to provide disaster relief to their surrounding communities.

Examples of successful outcomes of the grant this year include a 53% increase in participant enrollment amongst the LWDAs since November 2021, serving nearly 1,800 participants in this grant's two year life cycle with more enrollments to come. Specific industries that have benefitted from these efforts include healthcare, manufacturing, information technology, and aerospace technology, all of which are crucial for the nation's economic recovery.

Beyond assisting local businesses and displaced workers, the efforts of those enrolled in temporary disaster relief employment have positively affected their communities despite the continuing COVID-19 pandemic. For example, WorkSource Northwest Georgia reported that temporary disaster relief sanitation efforts have given patrons of the Dade County Senior Center the ability to continue their lives as normally as possible despite the pandemic.

To further assist with the local implementation of this grant, OWD regularly convenes calls with local workforce staff who support this specific grant's efforts, disseminates best practices and guidance, and has incorporated DWG-specific practitioner training into statewide workforce development conferences.

Wagner-Peyser

Georgia Department of Labor's Wagner Peyser services were delivered in over 40 Career Centers/One-Stop facilities focusing on providing a variety of employment related labor exchange services including but not limited to:

- job search assistance
- job referral
- placement assistance for job seekers
- re-employment services to unemployment insurance claimants
- recruitment services to employers with job openings
- customized business services to employers

Services were delivered in one of three modes including staff assisted, self-service, facilitated self-help service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training were provided.

The services offered to employers, in addition to referral of job seekers to available job openings, included assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers transition through layoffs.

Georgia continued to enhance virtual and self-service delivery approaches for job seekers and employers via its Employ Georgia (EG) initiative. To assist impacted employees with job search, EG tutorial videos were deployed to the public domain to assist job seekers and employers with EG account creation, résumé creation, job referrals and job order/applicant screening.

During PY21, the EG system had 71,399 job seeker accounts created, in spite of pandemic-related impacts. This has led to 123,073 resumes developed through the system, which were displayed for employers to review as they sought skilled workers to expand their workforce.

The EG system also had 3,889 new employer accounts created. This led to 351,645 direct new job postings displayed for job seekers to review as they sought employment opportunities. When also factoring spider jobs obtained from partner sources and also made available to job seekers via EG, approximately 200,000 job openings were published daily.

Over 310,134 referrals to employer job openings were made in PY21, either by staff on behalf of

job seekers or by job seekers themselves. GDOL will continue to explore implementing creative ways for customers to access Labor Exchange services and quicker access to partner services.

To support federal grant evaluation efforts, GDOL has created unique system transactions and related data tables to capture evaluation program/project referrals, counseling notes, customer service plans, employments, etc. Related to the USDA Evaluation Grant SNAP Works 2.0 program, GDOL concluded/securely transmitted UI wage match results to USDA contracted evaluation staff (i.e., MDRC) to support ongoing grant analysis during PY21.

During PY21, GDOL also engaged with Goodwill of North Georgia, the University of North Georgia and the Northeast Georgia Regional Commission in support of USDOL-ETA federal reporting requirements for their Workforce Opportunity for Rural Communities (WORC) grant. Similarly during PY21, GDOL completed activities under a data sharing agreement with USDOL-ETA's contracted evaluation partner, Mathematica Inc., to share PIRL data related to the Homeless Veterans Reintegration Program (HVRP) for evaluation purposes.

GDOL utilizes a robust, centralized data collection system and has extensive well-recognized experience with Federal Grant reporting. Georgia's EG and mainframe GWS systems are designed to meet all federal reporting requirements as well as to track each Wagner Peyser, Unemployment Insurance, Trade, Veterans, RESEA, Agricultural and Ticket to Work participants through all service components. Integration of the systems also provides the ability to combine data with the full array of programs noted above, providing an opportunity to share and analyze data on common participants.

EG and GWS have thousands of individual data elements allowing for unique tracking of all participants, including information related to demographics, employment status, customer service plans, barriers to employment, employer searchable résumés, services rendered, etc. These systems provide the ability to track participants from initial assessment through the employment follow-up period.

Reemployment Services and Eligibility Assessments

The Reemployment Services and Eligibility Assessments (RESEA) program provided intense hands-on services and eligibility reviews to quickly address barriers to employment, assist with obtaining employment, reduce the duration of UI benefits and ensure claimants comply with UI eligibility requirements. UI Claimants and transitioning ex-service-member claimants identified as those most likely to exhaust their benefits were targeted for the program. Individual RESEA staff provided much needed services to these claimants in the area of career counseling, orientations, preparation of customer service plans, services-need evaluations, labor market information, eligibility reviews and job search assistance. Claimants were provided job referrals and referrals to training, when necessary.

Due to the ongoing Covid-19 Pandemic throughout the program year, RESEA procedures were altered to allow staff to provide timely critical services remotely. Reemployment virtual resources were availed on GDOL's website platforms, including tutorials for utilizing Georgia's robust Employ Georgia labor exchange/résumé on line system. RESEA staff worked diligently to keep up with the demand generated by the increase in work volume, while adjusting to the provision of remote services. During PY21, 11,034 individuals were referred to the RESEA program and 88.2 % completed the program.

Agricultural Services

During PY21, GDOL Agriculture staff continued to assist Ag employers and MSFWs with various

work-related challenges and provided ongoing technical assistance, to ensure the successful continuity of the state's increasing Agribusiness activities. In the beginning of the PY, outreach staff continued to adjust to the ongoing issues and challenging with the COVID-19 pandemic, but services eventually began to transition back to in-person delivery to the Ag Community, employers and agency partners.

Agricultural Outreach staff of GDOL receive training enabling customers to receive seamless services geared to facilitate their return to employment. They complete a structured training curriculum to ensure they provide high-quality services to both MSFWs and ag business. Training is comprised of intensive interviewing techniques, administering career assessments, developing workforce partnerships, identifying available supportive services, and counseling to address barriers to employment and to assist with career selection. GDOL also provides training, technical assistance and support to partner staff who serve local MSFWs and ag employers to ensure that program partners are highly engaged in local and State workforce partnerships. Other training received by staff included Agricultural Task Force Training on wage surveys, Employ Georgia (EG) labor exchange system, outreach training, etc. Staff were trained to review job seeker's information identified as potential MSFWs in EG. If a resume supported a potential MSFW status, staff contacted customers to follow up, made final determinations and provided services.

GDOL staff assist MSFWs with issues when they arise, and informed them of their rights, employment related protections and the complaint system. GDOL staff meet with Employers/FLCs and workers onsite to assist in local resolution of issues. Often, through assisting with communication between parties, quick resolution is reached. Employers are also informed of the complaint system when ag/outreach staff contact them. Ag employers are encouraged to notify local complaint specialists of any apparent violations or complaints that may arise so immediate steps can be taken to assist and resolve through informal resolution. Partner agencies are invited to attend meetings provided by ag/outreach staff to educate on ES Services including Complaint/apparent violation. Employment Service (ES) pamphlets, flyers, poster packs, were provided to AG employers to post in visible areas where MSFWs live/congregate so they can see what services the local Georgia DOL offices offer. This same information was provided to partner agencies and local businesses where MSFWs visit and or congregate.

Hot jobs listed in English & Spanish were posted in public lobbies, and essential resource materials were provided to MSFWs in English and in Spanish while conducting outreach related to services available, EEO, bilingual Ag/Outreach staff contacts, and complaint procedures, to name a few.

Agricultural staff consistently contact growers prior to planting and harvesting seasons to plan for upcoming labor needs, and coordinate with growers and career center staff to match the labor needs of the employers with qualified workers. Services to Agricultural employers included (but were not limited to), meeting with farmworker groups & employers to promote the use of American Job Centers/GDOL Career Centers, providing Information Guide(s), assisting with obtaining federal and state posters, compliance guidance with federal and state laws, providing information on labor market and industry trends, making referrals to other GDOL services and programs, and identifying apparent violations and provide guidance to help ensure compliance. GDOL also reached out in collaboration with the Georgia Department of Agriculture to ensure all resources for growers and agricultural workers are coordinated in a seamless fashion. The department continues to build relationships and work with other partners such as the University of Georgia County Extension Service/Department of Agriculture field staff to collaborate and improve services to agricultural employers and MSFW workers.

Outreach staff participated in local clinics and job fairs targeted to MSFWs, and assisted local health departments in educating MSFWs on health issues. Outreach staff partnered with other one-stop centers/career centers in their area to provide services at the locations most convenient for the MSFWs, regardless of the counties each office typically serves. Staff conducting outreach referred MSFWs to both seasonal agricultural employment and non-agricultural employment. Bi-lingual staff proficient in speaking and interpreting were accessible onsite to provide services as needed, and a Language Line to provide interpreter services to assist customers was available twenty-four hours per day.

GDOL partnered with Telamon Corp, Georgia Department of Education, Georgia Migrant Health Programs, Abraham Baldwin Agricultural College, Georgia Department of Agriculture, etc., in delivery of services to MSFWs across the state through onsite, in office and collaborative events. Ongoing interaction with these respective agencies ensured communication of upcoming events and activities was coordinated.

During PY21, the Agricultural Services team:

- Processed 1,192 total Job Orders (988 H2-A and 204 H2-B)
- Conducted 1,145 total number of housing inspections completed by staff
- Completed 22 Prevailing Wage Surveys

Business Services Unit

During PY21, GDOL's Business Services Unit (BSU) staff participated in 301 Economic Development meetings with local, regional and state partners, and attended over 28 prospect meetings for new and existing industry. Relatedly, over 289 'Requests for Information (RFIs)' were developed and provided to state and local economic developers and consultants. RFI's responded to by GDOL provides critical information to support and help shape business leaders' decisions to relocate or establish critical parts of their operations in various cities around the state.

Additionally, the Business Services team continued their support of the business community by assisting new and existing companies in their search for a skilled work force. The unit hosted 8 virtual SWAT recruitment events served 5 employers via customized recruitment services, 85 virtual community visits and made multiple virtual presentations on GDOL services and programs.

Jobs for Georgia Graduates

Georgia's Jobs for Georgia Graduates (JGG) continued its school-to-work transitional activities at select program sites throughout the state. JGG identifies high school students with vocational and personal barriers to employment and provides them with pre-employment training, work skills, motivational activities, and job development, to help increase Georgia's high school graduation rate and encourage students' successful transition from school to work.

Career Coordinators maintained multiple levels of instruction and student engagement throughout the 2021-2022 school year to include virtual, in-person and hybrid. Staff quickly adopted to the various protocols and safety measures within the school building. A residue of protocols with restricted and/or limited opportunities for face to face activities remained. To compensate, various learning management systems were used for instruction to include Goggle classroom, Canvas, Ever- Fi, Skills to Succeed Academy and JAG Genius. These Learning Management Systems provided enhanced resources and not only helped to teach competencies

but increased performance outcomes.

The Career Association/student lead component of JGG, helped participants gain knowledge of career preparation, leadership development, as well as civic and social affairs through various meetings and activities. The Career Association Chapters held hybrid Initiation and Installation Ceremonies to kick off the school year, which were conducted mainly in the classrooms of the JGG Programs and guests were invited to attend virtually. Program participants attended the following conferences: JGG Virtual Regional Competition via the Headrush Platform, JGG Virtual State Competition & Conference via the Headrush Platform, Coweta County School STEM Symposium, Piedmont University college tour, University of North Georgia Dahlonega and Georgia State University Business Networking, Chateau Elan Resort and Winery Tour, JAG Genius speakers and sponsor presentations, Yamaha Career Day, and Rivers Alive Clean-up and Rafting Event.

The following JGG Programs were recognized by the national program, Jobs for America’s Graduates in the following areas:

High Performer

- Reaching Potential Through Manufacturing – Augusta
- Robert W. Johnson High School - Gainesville
- Stewart County High School – Lumpkin

Achieved the Five National Performance Outcomes for the Class of 2021

- Dawson County High School – Dawsonville
- Taliaferro County High School – Crawfordville

JAG Achievement Recognition Recipients

- Dawson High School – JAG 5-of-5 Top Performer Award
- Robert W. Johnson High School – JAG High Performer Award
- Taliaferro County High School – JAG High Performer Award

Class of 2021 Placement Outcomes - 164 Participants

Performance Outcomes	Georgia	JAG Standard
*Graduation Rate	99%	90%
*Jobs/Military Service Rate	45%	60%
*Total in Full-time Jobs	85%	60%
*Total in Full-time Positive Outcomes	65%	75%
*Further Education	34%	35%

Georgia's Ticket-to-Work Employment Network

TCSG OWD Employment Network

In PY21, the EN continued to follow COVID-19 pandemic protocols and successfully delivered virtual statewide services to Ticketholders. Upon additional review and guidance from ADEN, Georgia's EN was able to successfully expand virtual services to nationwide coverage to Ticketholders as far as Alabama and Texas. To ensure the success of program service area expansion, the Disability Services Lead continued to provide technical assistance and guidance to the LWDA's points of contact. During PY21, Georgia's EN served 38 social security ticket holders, and received a total of \$20,539 in reimbursements from the Social Security Administration (SSA), which was disbursed to the LWDA's under MOU agreement. The added financial resources assisted LWDA's to supplement the cost of supportive services, such as transportation, for Ticketholders dually enrolled in Title I services. The impact, in terms of return on investment, is significant. Benefits counseling and referral to employment services are essential services delivered by the Georgia EN. Ongoing collaborative partnerships with community service providers, such as Georgia Transplant Foundation Jumpstart Program and US Veterans Administration have continued to strengthen Georgia EN's range for reaching and enrolling Ticketholders. Fifty (50) percent of PY21 Ticketholders were referred by a collaborative community partner.

During PY21, Georgia EN expanded its digital/ virtual footprint. The Georgia EN partnered with ADEN to host two virtual outreach events in October 2021 and June 2022 for Ticketholders and community partners. The Disability Services Lead and LWDA points of contact virtually presented on the EN program strategy at several community partner meetings and 3 workforce partner conferences. In June 2022, the new webpage and referral portal for WorkSource Georgia's EN was unveiled. The website serves as a library of resources for Ticketholders to access EN services and information for community partners to collaborate with the EN. The referral portal is an added feature of the website with the goal of streamlining the delivery of services. Community partners and Ticketholders have the opportunity to connect to the EN directly.

The infrastructure created during the grant period- development of MOUs with the LWDA's and collaborative community partnerships- establishes that the workforce system is an effective vehicle for people with disabilities to successfully transition into the world of work. In the next program year, the Georgia EN seeks to increase enrollment to 30 beneficiaries with a 50% employment rate.

GDOL Employment Network

GDOL's Ticket to Work (TTW) began PY21 with nine newly assigned ticketholders. While still navigating challenges and effects of the Covid-19 pandemic, staff continued to provide critical case management services to assist Ticketholders in obtaining and maintaining employment. Those services also included ensuring all ticketholders were registered in the Employ Georgia system to assist with resumes and job searches. To help Ticketholders on their path to financial independence, case managers also attended monthly WISE (Work Incentive Seminar Events) webinars to discover programs, resources, and information while learning about Social Security's Ticket to Work Program can continuously assist.

TTW management remained up-to-date with the Ticket Program, new system, and policy changes by participating in regularly scheduled national All Employment Network (EN) calls and quarterly All EN Payments calls. To maintain the goal of the Partnership Plus Agreement to assist beneficiaries with disabilities to achieve long-term employment, GDOL also maintained

communication with GVRA by participating in quarterly scheduled calls. As the program year continued, SSA announced that Cognosante became the new Ticket Program Manager (TPM) for the TTW Program and assumed administrative responsibilities.

Mid-PY21, GDOL increased recruitment and marketing efforts through various communication methods. TTW management and staff also promoted the program by attending local area quarterly One-Stop partner meetings and presenting the Employment/Retention services offered by GDOL's TTW program. With many agencies returning to face-to-face operations post Covid-19 pandemic, staff returned to attending community resource fairs to spread the Ticket program's word further. While faced with the continued challenge of many referrals only seeking at-home employment due to the pandemic, GDOL was successful in helping other ticketholders obtain employment with wages above Trial Work Level and Substantial Gainful Activity. By the end of PY21, SSA awarded GDOL ten additional new tickets.

Veterans Services

The State of Georgia is a pioneer in serving the large veteran community that lives in the state, with over 629,302 Veterans residing in Georgia. A unique and innovative way in which the state is serving veterans is through The Georgia Veterans Education Career Transition Resource (VECTR) Center in Warner Robins, GA. The VECTR Center serves as a gateway for veteran's re-entry into Georgia's public educational systems and workforce. The VECTR Center continued to prepare veterans and transitioning service members for suitable employment in a post COVID-19 environment. The Center also assisted employers and HR professionals to be uniquely positioned to create, foster, and sustain a culture inclusive of the veteran community. Additionally, the VECTR Center is expanding its community reach through a new center location at Chattahoochee Technical College in Marietta, GA. This second location is expected to be open to veterans by late 2022.

GDOL administered the Jobs for Veterans State Grant (JVSG), staffing Disabled Veterans' Outreach Program (DVOP) specialists who provide direct assistance to qualified veterans, Local Veteran Employment Representatives (LVER) who work with businesses on behalf of job seeking veterans and eligible persons, and Consolidated specialist who perform the role of both DVOP and LVER.

State JVSG staff conducted daily log reviews to ensure all veterans and eligible persons received POS. The GDOL Labor Exchange Employ Georgia System is designed to assist with monitoring by identifying any individuals who might be eligible to receive POS. AJC staff review the customer file and validate that POS information was provided. The State also utilized daily exception reports which alerted management within 24 hours of any potentially eligible person receiving staff assisted services, without a POS documented in their file. The State's technical assistance staff provided ongoing technical assistance for the JVSG program and monitored POS administration during onsite reviews.

Upon POS information being provided, staff reviewed the Veterans/Eligible Spouse Priority of Service Information Sheet with individuals to determine if they are eligible to receive Individualized Career Services by a Disabled Veterans Outreach Program (DVOP) Specialist. After confirmation, Wagner Peyser staff handed off the Veteran/Eligible Spouse to a DVOP Specialist for the provision of services, which are delivered through Case Management. In order for the veteran or eligible spouse to be provided DVOP Specialist services, they first met the criteria for having a Significant Barrier to Employment (SBE) or were designated as a special population.

Apprenticeship Grants

American Apprenticeship Initiative

In PY21, Georgia concluded its administration of the AAI grant to assist the state with the development of sustainable Registered Apprenticeship Programs (RAPs) in Industrial Maintenance, Mechatronics, and nine (9) other occupation areas, including health sciences and computer programming.

In its final year, Georgia's AAI grant supported the creation of nearly 600 apprentices throughout the state, and established each of Georgia's 22 technical colleges as registered apprenticeship program sponsors. With this advancement, employers and individuals in all 159 counties will now have access to RAPs in high demand industries.

By establishing the largest network of registered apprenticeship program sponsors in Georgia, this grant proved to be of great value to companies interested in starting RAPs due to the college sponsor's ability to assume much of the administrative responsibilities of managing an approved program. This has been showing dividends throughout the State, as it has become a strong marketing tool for interested businesses; specifically, for smaller businesses that may not have the full resource capability to appropriately administer the RAP alone.

The success of Georgia's AAI grant elevated WorkSource Georgia and TCSG to become a major champion of RAPs throughout the state, and laid the groundwork for additional apprenticeship investments through the state legislature and the Governor.

Apprenticeship State Expansion

This program year, WorkSource Georgia also continued its administration of the State's second apprenticeship grant, the Apprenticeship State Expansion (ASE) grant. The main goal of this grant is to expand registered apprenticeship opportunities throughout the state by offering reimbursement funding for apprentices that are enrolled in RAPs that fall under one of Georgia's 17 high demand industries.

Despite the negative impact of COVID-19 on the ability of employers to participate in RAPs, such as safety protocols, and furloughs, much of Georgia's apprenticeship activity has rebounded, making the ASE grant a critical investment in the resurgence of RAPs to build a skilled workforce in Georgia.

With the ASE grant, WorkSource Georgia is able to serve RAPs that are sponsored both through Georgia's technical colleges as well those outside of the technical college system, making all Georgia employers eligible to participate. Building on the success of the AAI grant, this grant has helped increase the number of apprentices in Georgia as well as integrate RAPs as a tool to upskill the state's workforce for the employer needs post-pandemic.

Waivers

Youth Waiver

OWD currently has a Youth Expenditure Waiver active until June 30, 2024, which lowers the expenditure requirements established by WIOA of at least 75 percent of funding to be spent for the out-of-school (OSY) population to 50 percent. The flexibility afforded by the waiver has allowed LWDAs to expand ISY programming within their service area, create valuable

partnerships with school districts, technical colleges, and other education and community partners throughout their area.

This waiver has been a very powerful tool for the Title I Youth program in Georgia. There is no better way to express the significance of its effectiveness than through a success story from one of our LWDAs:

“ISY with Barriers served through the Waiver”

The WIOA Title I program at Rome High School is vital to a number of at-risk students each school year. Many students lack any work experience and encounter significant life challenges that discourage them from full participation in school or employment. A recent student that comes to mind is “B”. We started working with B during the Spring semester of his Junior year. He was living in an unstable home with a parent and sibling, but never disclosed the extent of his challenges. B suffered from anxiety, had no work experience, and by the time he completed high school, he relocated at least five times. B was placed at the local public library through work experience. After he started receiving WIOA Title I services and supports he would ask why we wanted to help him. B soon trusted the staff assisting him and enjoyed his work. Toward the end of his senior year, B had enough desire and confidence to interview for a full scholarship. He was awarded the Gate Scholarship. B is currently majoring in Physics with a minor in Business. He is also planning to obtain a master’s degree in the near future. B is definitely a success story of how a little extra assistance through WIOA Title I services and encouragement can change the trajectory of a young person’s life.

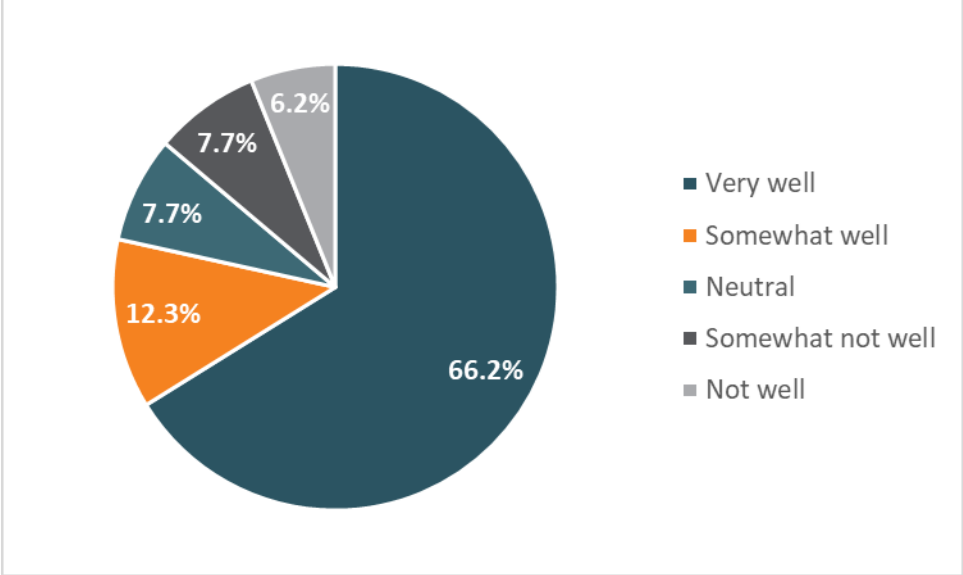
When OWD polled the LWDAs on PY21 use of the waiver, they expressed a desire to continue to expand their community partnerships through innovated services for youth in general, including ISY and OSY. Furthermore, LWDAs expressed they expected to double the number of ISY participants they would serve during PY 22 and PY 23.

Program Year	LWDAs using waiver	ISY served
PY21(actual)	6	285
PY22-23 (projected)	8	682

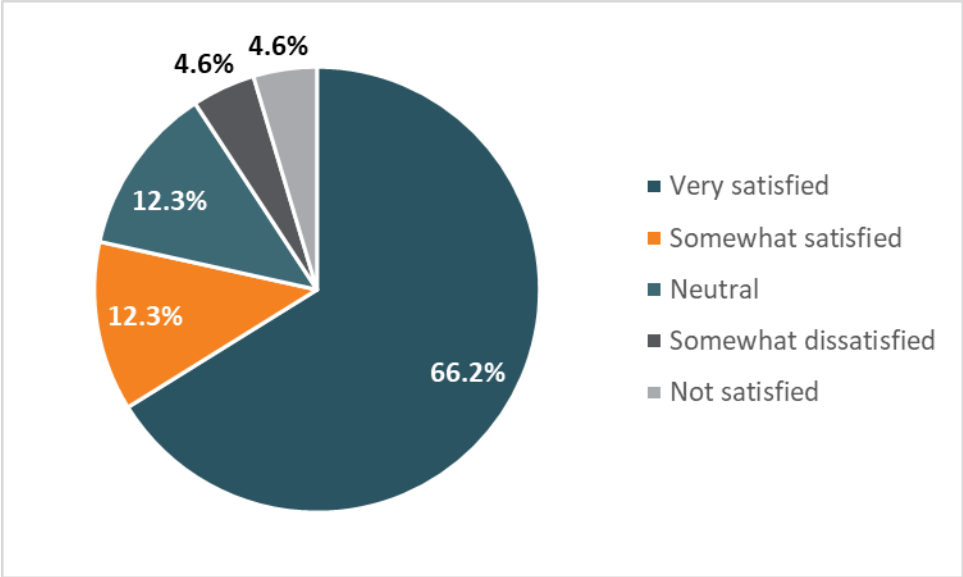
Attachments

Participant Survey

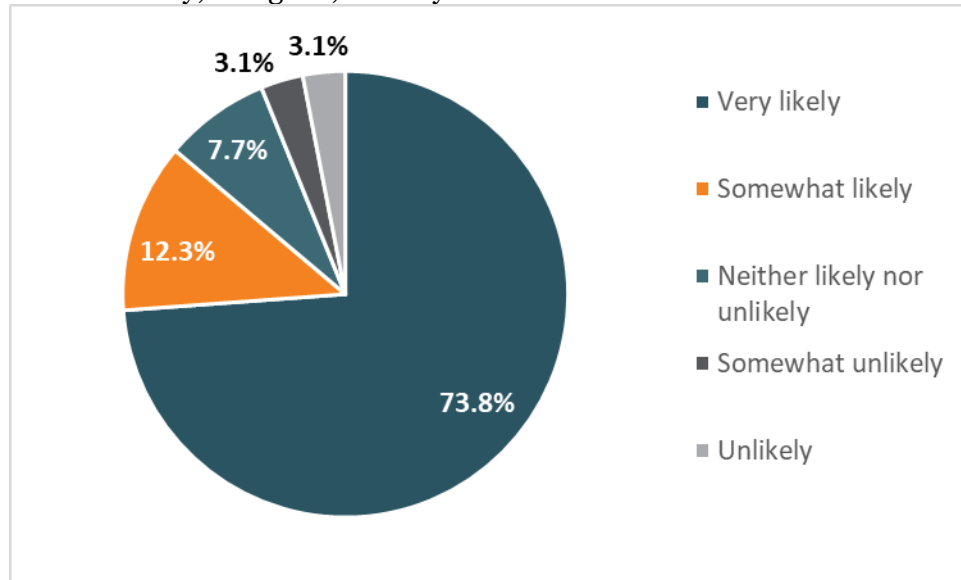
1. How well did your experience with the Career Center meet your expectations?



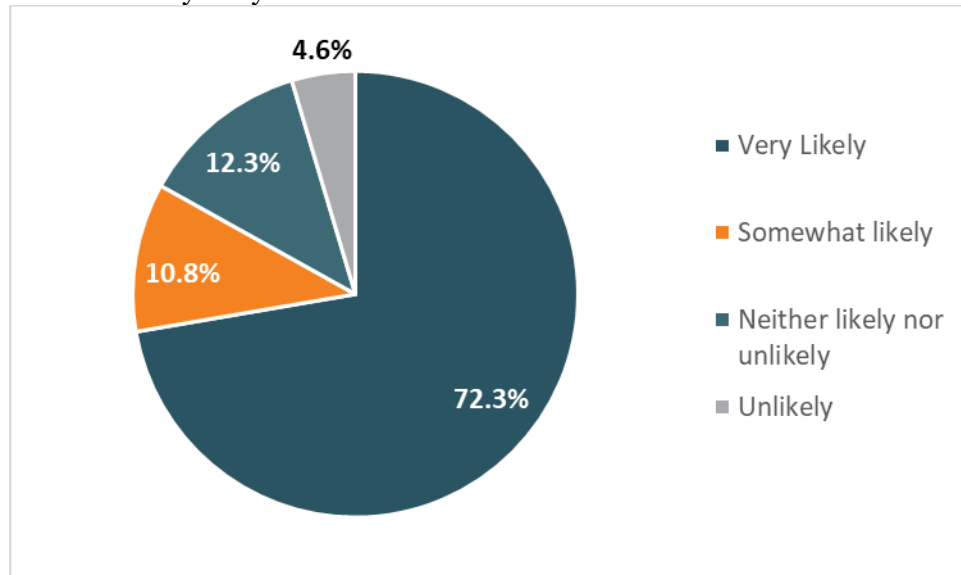
2. How satisfied are you with how the Career Center’s services helped you meet your personal short-term goals?



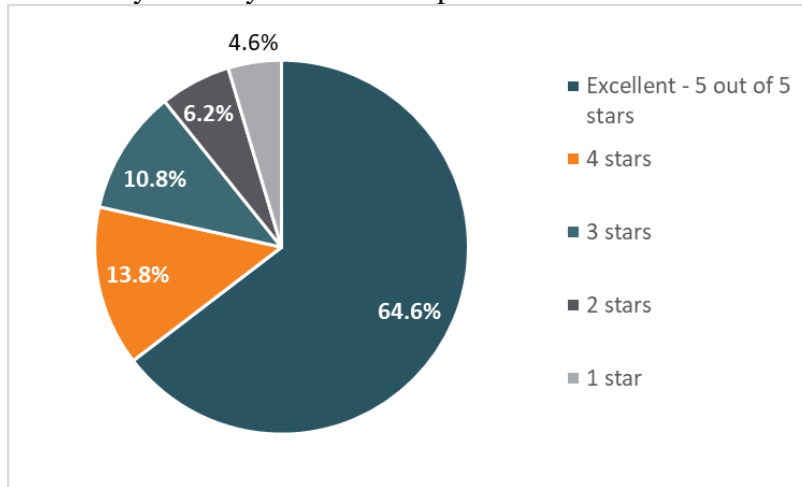
3. How likely, if eligible, would you be to use the Career Center's services again?



4. How likely are you to recommend the Career Center's services to others?



5. How would you rate your overall experience with the Career Center?



Negotiated Performance Levels PY22-23

Area 1

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	81.0%	82.0%
Adult Q4 Employment Rate	82.0%	83.0%
Adult Median Earnings	\$6,700	\$6,700
Adult Credential Attainment	71.0%	73.0%
Adult Measurable Skill Gains	59.0%	60.0%
DW Q2 Employment Rate	82.0%	83.0%
DW Q4 Employment Rate	82.0%	83.0%
DW Median Earnings	\$8,200	\$8,200
DW Credential Attainment	73.0%	74.0%
DW Measurable Skill Gain	61.0%	61.0%
Youth Q2 Employment Rate	74.0%	75.0%
Youth Q4 Employment Rate	77.0%	77.0%
Youth Median Earnings	\$3,000	\$3,100
Youth Credential Attainment	81.5%	81.5%
Youth Measurable Skills Gains	65.0%	65.0%

Area 2

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	81.0%	82.0%
Adult Q4 Employment Rate	83.0%	84.0%
Adult Median Earnings	\$7,900	\$7,900
Adult Credential Attainment	76.0%	77.0%
Adult Measurable Skill Gains	68.0%	68.0%
DW Q2 Employment Rate	87.0%	88.0%
DW Q4 Employment Rate	83.0%	84.0%
DW Median Earnings	\$10,000	\$10,000
DW Credential Attainment	84.0%	85.0%
DW Measurable Skill Gain	55.0%	55.0%
Youth Q2 Employment Rate	77.0%	77.0%
Youth Q4 Employment Rate	82.0%	82.0%
Youth Median Earnings	\$3,100	\$3,300
Youth Credential Attainment	72.5%	72.5%
Youth Measurable Skill Gains	38.0%	38.0%

Area 3

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	79.0%	80.0%
Adult Q4 Employment Rate	62.0%	63.0%
Adult Median Earnings	\$5,530	\$5,530
Adult Credential Attainment	57.0%	57.0%
Adult Measurable Skill Gains	65.0%	65.0%
DW Q2 Employment Rate	92.0%	93.0%
DW Q4 Employment Rate	82.0%	83.0%
DW Median Earnings	\$9,500	\$9,500
DW Credential Attainment	50.0%	51.0%
DW Measurable Skill Gains	62.0%	62.0%
Youth Q2 Employment Rate	70.0%	71.0%
Youth Q4 Employment Rate	78.0%	78.0%
Youth Median Earnings	\$3,300	\$3,400
Youth Credential Attainment	46.0%	46.0%
Youth Measurable Skills Gains	38.0%	38.0%

Area 4

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	77.0%	78.0%
Adult Q4 Employment Rate	62.0%	63.0%
Adult Median Earnings	\$6,010	\$6,010
Adult Credential Attainment	75.0%	77.6%
Adult Measurable Skill Gains	47.0%	47.0%
DW Q2 Employment Rate	74.0%	75.0%
DW Q4 Employment Rate	76.0%	77.0%
DW Median Earnings	\$9,750	\$9,750
DW Credential Attainment	68.0%	69.0%
DW Measurable Skill Gains	47.0%	47.0%
Youth Q2 Employment Rate	73.0%	73.0%
Youth Q4 Employment Rate	80.0%	82.0%
Youth Median Earnings	\$3,080	\$3,180
Youth Credential Attainment	67.5%	67.5%
Youth Measurable Skills Gains	47.0%	47.0%

Area 5

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	74.0%	78.0%
Adult Q4 Employment Rate	74.0%	75.0%
Adult Median Earnings	\$7,100	\$7,450
Adult Credential Attainment	74.0%	76.6%
Adult Measurable Skill Gains	25.0%	27.0%
DW Q2 Employment Rate	78.0%	81.0%
DW Q4 Employment Rate	76.0%	77.0%
DW Median Earnings	\$9,050	\$9,050
DW Credential Attainment	77.0%	78.0%
DW Measurable Skill Gain	36.0%	36.0%
Youth Q2 Employment Rate	71.0%	72.0%
Youth Q4 Employment Rate	76.0%	79.0%
Youth Median Earnings	\$3,500	\$3,600
Youth Credential Attainment	63.0%	65.0%
Youth Measurable Skill Gains	35.0%	35.0%

Area 6

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	74.0%	75.5%
Adult Q4 Employment Rate	73.0%	74.0%
Adult Median Earnings	\$5,860	\$5,860
Adult Credential Attainment	61.0%	63.6%
Adult Measurable Skill Gains	39.0%	39.0%
DW Q2 Employment Rate	63.0%	64.0%
DW Q4 Employment Rate	76.0%	77.0%
DW Median Earnings	\$7,750	\$7,750
DW Credential Attainment	74.0%	75.0%
DW Measurable Skill Gain	48.0%	48.0%
Youth Q2 Employment Rate	77.0%	77.0%
Youth Q4 Employment Rate	80.0%	80.0%
Youth Median Earnings	\$2,100	\$2,100
Youth Credential Attainment	50.0%	50.0%
Youth Measurable Skill Gains	35.0%	35.0%

Area 7

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	86.0%	87.0%
Adult Q4 Employment Rate	82.0%	83.0%
Adult Median Earnings	\$8,680	\$8,680
Adult Credential Attainment	75.0%	77.6%
Adult Measurable Skill Gains	45.0%	45.0%
DW Q2 Employment Rate	90.0%	91.0%
DW Q4 Employment Rate	91.0%	92.0%
DW Median Earnings	\$10,950	\$10,950
DW Credential Attainment	75.0%	76.0%
DW Measurable Skill Gain	52.0%	52.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	65.0%	65.0%
Youth Median Earnings	\$3,270	\$3,370
Youth Credential Attainment	66.0%	67.0%
Youth Measurable Skill Gains	48.0%	48.0%

Area 8

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	90.0%	91.0%
Adult Q4 Employment Rate	78.0%	79.0%
Adult Median Earnings	\$6,120	\$6,120
Adult Credential Attainment	82.0%	84.6%
Adult Measurable Skill Gains	63.0%	63.0%
DW Q2 Employment Rate	84.0%	85.0%
DW Q4 Employment Rate	87.0%	88.0%
DW Median Earnings	\$7,750	\$7,750
DW Credential Attainment	88.0%	89.0%
DW Measurable Skill Gain	63.0%	63.0%
Youth Q2 Employment Rate	81.0%	82.0%
Youth Q4 Employment Rate	77.0%	77.0%
Youth Median Earnings	\$3,000	\$3,100
Youth Credential Attainment	52.0%	52.0%
Youth Measurable Skill Gains	47.0%	47.0%

Area 9

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	78.0%	79.0%
Adult Q4 Employment Rate	76.0%	76.5%
Adult Median Earnings	\$7,440	\$7,440
Adult Credential Attainment	80.0%	82.6%
Adult Measurable Skill Gains	51.0%	51.0%
DW Q2 Employment Rate	70.0%	71.0%
DW Q4 Employment Rate	68.0%	69.0%
DW Median Earnings	\$9,558	\$9,558
DW Credential Attainment	75.0%	76.0%
DW Measurable Skill Gain	56.0%	56.0%
Youth Q2 Employment Rate	82.0%	83.0%
Youth Q4 Employment Rate	78.0%	78.0%
Youth Median Earnings	\$3,475	\$3,500
Youth Credential Attainment	76.0%	76.0%
Youth Measurable Skills Gains	74.0%	74.0%

Area 10

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	77.0%	78.0%
Adult Q4 Employment Rate	76.0%	77.0%
Adult Median Earnings	\$8,100	\$8,100
Adult Credential Attainment	73.0%	75.6%
Adult Measurable Skill Gains	41.0%	41.0%
DW Q2 Employment Rate	89.0%	90.0%
DW Q4 Employment Rate	76.0%	77.0%
DW Median Earnings	\$8,300	\$8,300
DW Credential Attainment	75.0%	76.0%
DW Measurable Skill Gain	42.0%	42.0%
Youth Q2 Employment Rate	80.0%	81.0%
Youth Q4 Employment Rate	79.0%	79.0%
Youth Median Earnings	\$2,700	\$2,800
Youth Credential Attainment	61.0%	61.0%
Youth Measurable Skill Gains	38.0%	38.0%

Area 11

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	81.0%	81.0%
Adult Q4 Employment Rate	81.0%	82.0%
Adult Median Earnings	\$8,735	\$8,735
Adult Credential Attainment	79.0%	80.0%
Adult Measurable Skill Gains	56.0%	56.0%
DW Q2 Employment Rate	83.0%	83.0%
DW Q4 Employment Rate	82.0%	82.0%
DW Median Earnings	\$10,250	\$10,250
DW Credential Attainment	76.0%	76.0%
DW Measurable Skills Gains	56.0%	56.0%
Youth Q2 Employment Rate	60.0%	60.0%
Youth Q4 Employment Rate	70.0%	70.0%
Youth Median Earnings	\$2,900	\$2,900
Youth Credential Attainment	55.0%	55.0%
Youth Measurable Skill Gains	38.0%	38.0%

Area 12

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	82.0%	83.0%
Adult Q4 Employment Rate	74.0%	86.0%
Adult Median Earnings	\$6,430	\$6,430
Adult Credential Attainment	58.0%	60.6%
Adult Measurable Skill Gains	25.0%	25.0%
DW Q2 Employment Rate	87.0%	88.0%
DW Q4 Employment Rate	65.0%	66.0%
DW Median Earnings	\$7,750	\$7,750
DW Credential Attainment	52.0%	53.0%
DW Measurable Skill Gain	27.0%	27.0%
Youth Q2 Employment Rate	74.0%	75.0%
Youth Q4 Employment Rate	71.0%	71.0%
Youth Median Earnings	\$3,200	\$3,300
Youth Credential Attainment	54.0%	54.0%
Youth Measurable Skill Gains	50.0%	50.0%

Area 13

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	86.0%	87.0%
Adult Q4 Employment Rate	86.0%	87.0%
Adult Median Earnings	\$8,810	\$8,810
Adult Credential Attainment	83.0%	85.6%
Adult Measurable Skill Gains	59.0%	59.0%
DW Q2 Employment Rate	89.0%	90.0%
DW Q4 Employment Rate	87.0%	88.0%
DW Median Earnings	\$10,950	\$10,950
DW Credential Attainment	91.0%	92.0%
DW Measurable Skill Gain	50.0%	50.0%
Youth Q2 Employment Rate	69.0%	70.0%
Youth Q4 Employment Rate	72.0%	72.0%
Youth Median Earnings	\$2,620	\$2,720
Youth Credential Attainment	60.0%	60.0%
Youth Measurable Skill Gains	65.5%	65.5%

Area 14

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	72.0%	73.0%
Adult Q4 Employment Rate	67.0%	67.0%
Adult Median Earnings	\$5,690	\$5,690
Adult Credential Attainment	61.0%	62.0%
Adult Measurable Skill Gains	43.0%	44.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	85.0%	86.0%
DW Median Earnings	\$9,000	\$9,000
DW Credential Attainment	80.0%	81.0%
DW Measurable Skill Gain	55.0%	55.0%
Youth Q2 Employment Rate	50.0%	51.0%
Youth Q4 Employment Rate	54.0%	55.0%
Youth Median Earnings	\$2,500	\$2,600
Youth Credential Attainment	71.0%	71.0%
Youth Measurable Skill Gains	54.0%	54.0%

Area 15

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	84.0%	85.0%
Adult Q4 Employment Rate	78.0%	79.0%
Adult Median Earnings	\$7,400	\$7,400
Adult Credential Attainment	78.0%	79.0%
Adult Measurable Skill Gains	70.0%	70.0%
DW Q2 Employment Rate	77.0%	78.0%
DW Q4 Employment Rate	83.0%	84.0%
DW Median Earnings	\$8,500	\$8,500
DW Credential Attainment	85.0%	86.0%
DW Measurable Skill Gain	55.0%	55.0%
Youth Q2 Employment Rate	68.0%	69.0%
Youth Q4 Employment Rate	75.0%	75.0%
Youth Median Earnings	\$2,900	\$3,000
Youth Credential Attainment	44.0%	44.0%
Youth Measurable Skill Gains	65.0%	65.0%

Area 16

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	87.0%	88.0%
Adult Q4 Employment Rate	88.0%	89.0%
Adult Median Earnings	\$8,710	\$8,710
Adult Credential Attainment	88.0%	89.0%
Adult Measurable Skill Gains	52.0%	52.0%
DW Q2 Employment Rate	92.0%	92.0%
DW Q4 Employment Rate	90.0%	91.0%
DW Median Earnings	\$9,975	\$9,975
DW Credential Attainment	85.0%	85.0%
DW Measurable Skill Gain	58.0%	58.0%
Youth Q2 Employment Rate	80.0%	80.0%
Youth Q4 Employment Rate	74.0%	74.0%
Youth Median Earnings	\$3,200	\$3,300
Youth Credential Attainment	85.0%	86.0%
Youth Measurable Skill Gains	61.0%	61.0%

Area 17

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	86.0%	86.5%
Adult Q4 Employment Rate	85.0%	86.0%
Adult Median Earnings	\$6,000	\$6,000
Adult Credential Attainment	76.0%	78.0%
Adult Measurable Skill Gains	64.0%	64.0%
DW Q2 Employment Rate	84.0%	85.0%
DW Q4 Employment Rate	78.0%	78.5%
DW Median Earnings	\$6,500	\$6,500
DW Credential Attainment	74.0%	75.0%
DW Measurable Skill Gain	50.0%	50.0%
Youth Q2 Employment Rate	65.0%	65.5%
Youth Q4 Employment Rate	76.0%	76.0%
Youth Median Earnings	\$2,650	\$2,700
Youth Credential Attainment	67.0%	67.5%
Youth Measurable Skill Gains	54.0%	54.0%

Area 18

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	89.0%	90.0%
Adult Q4 Employment Rate	89.0%	90.0%
Adult Median Earnings	\$8,100	\$8,100
Adult Credential Attainment	83.0%	85.6%
Adult Measurable Skill Gains	60.0%	60.0%
DW Q2 Employment Rate	84.0%	85.0%
DW Q4 Employment Rate	81.0%	82.0%
DW Median Earnings	\$7,200	\$7,200
DW Credential Attainment	78.0%	79.0%
DW Measurable Skill Gain	50.0%	50.0%
Youth Q2 Employment Rate	64.0%	65.0%
Youth Q4 Employment Rate	76.0%	76.0%
Youth Median Earnings	\$3,930	\$4,030
Youth Credential Attainment	75.0%	75.0%
Youth Measurable Skill Gains	40.0%	40.0%

Area 19

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	86.5%	86.5%
Adult Q4 Employment Rate	82.0%	82.0%
Adult Median Earnings	\$7,530	\$7,530
Adult Credential Attainment	78.0%	80.6%
Adult Measurable Skill Gains	45.0%	45.0%
DW Q2 Employment Rate	78.0%	79.0%
DW Q4 Employment Rate	75.0%	78.0%
DW Median Earnings	\$11,950	\$11,950
DW Credential Attainment	89.0%	90.0%
DW Measurable Skill Gain	45.0%	45.0%
Youth Q2 Employment Rate	80.0%	81.0%
Youth Q4 Employment Rate	75.0%	75.0%
Youth Median Earnings	\$3,110	\$3,210
Youth Credential Attainment	56.0%	56.0%
Youth Measurable Skill Gains	48.0%	48.0%

Statewide

Measure	PY22 Goal	PY23 Goal
Adult Q2 Employment Rate	80.5%	81.0%
Adult Q4 Employment Rate	78.0%	79.0%
Adult Median Earnings	\$7,121	\$7,121
Adult Credential Attainment	73.0%	75.6%
Adult Measurable Skill Gains	50.0%	50.0%
DW Q2 Employment Rate	81.0%	82.0%
DW Q4 Employment Rate	79.0%	80.0%
DW Median Earnings	\$9,558	\$9,558
DW Credential Attainment	75.0%	76.0%
DW Measurable Skill Gains	50.0%	50.0%
Youth Q2 Employment Rate	72.0%	73.0%
Youth Q4 Employment Rate	75.0%	75.0%
Youth Median Earnings	\$3,000	\$3,100
Youth Credential Attainment	67.8%	67.8%
Youth Measurable Skill Gains	50.0%	50.0%